

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent No.: 7,343,406
Issued: March 11, 2008
Inventor: Buonanno et al.
Serial No. 09/766,175
Filed: January 18, 2001
For: PROACTIVE CALL AND CONTACT CENTER SYSTEM

REQUEST FOR CERTIFICATE OF CORRECTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

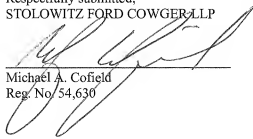
The patentee requests the correction of errors identified on the accompanying Certificate of Correction be made on the above-identified patent. The errors appear to be made by the U.S. Patent and Trademark Office, and the patentee believes a request for correction of a patent under 37 CFR §1.322 does not require a fee. A copy of the Certificate of Correction should be sent to the undersigned at the address listed below.

Please contact the undersigned at the telephone number listed below if there are any remaining issues or questions.

☒ Patentees' authorize the charge of any **necessary** fees, or additional fees to Deposit Account No. 50-4348.

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Respectfully submitted,
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APPLICATION NO.: 09/766,175
ISSUE DATE : March 11, 2008
INVENTOR(S) : Buonanno et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

At section (75), please replace "Chris Shenefiel" with --Chris Shenefield--.
At column 12, line 8, please replace "server that further" with --server further--.
At column 12, line 15, please replace "notification to which notifies" with --notification to--.

MAILING ADDRESS OF SENDER (Please do not use customer number below):

Stolowitz Ford Cowger LLP
621 SW Morrison St. Suite 600
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This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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